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## RECRUITING AND ONBOARDING COVID-19 FAQ

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The intent of this FAQ is to provide recruitment and onboarding guidance during the COVID-19 pandemic. While we have responded to frequently asked questions, please continue to reference REACH for the most current policies, information, and postings.

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### 1. How will COVID-19 affect my current recruitment efforts?

Given the current situation with COVID-19, you may find the candidate marketplace more active right now. We are hearing from various displaced and inactive workers who are looking for supplemental or new employment. If we move swiftly and adhere to our Talent Acquisition (TA) Service Level Agreement (SLA), we have opportunity to quickly connect and potentially hire these candidates.

#### Follow these practices for interviews:

- Conduct phone and virtual video (WebEx, FaceTime, Skype, etc.) interviews, when possible.
- Surgical masks are preferred over cloth masks.
- A mask will be worn by both the employee as well as candidate
- Host outdoors or in a larger room with good ventilation, if virtual is not an option. Kiosks should be easily accessible.
- Conduct interview outdoors, weather and location permitting.
- Use non-physical greetings (i.e., “wave” to avoid shaking hands) and maintain appropriate social distance (at least 6 feet).
- Use proper and effective hand washing technique (warm, soapy water for at least 20 seconds followed by thorough drying) and wash your hands throughout the day. Use hand sanitizer if you do not have access to soap and water, and whenever you enter any place of work.
- Avoid touching your mouth, nose, eyes, or face.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Clean and disinfect objects and surfaces (including doorknobs, handles, phones, etc.) regularly, for example, when you arrive at work and at another time during the day.
- Clean kiosk stations after each candidate.
- Candidate (visitor) screening. All candidates/visitors must complete the Visitor Screening Tool and only be allowed entry if they have not had close exposure to someone sick, are not sick, and are not showing signs and symptoms of being sick.
- No air travel permitted.

**2. Can I take the candidate's temperature or ask if they are ill?**

Yes, use the usual visitor screening tools. If the candidate has a temperature above 100.0 or answers yes to any of the screening questions, they should not be permitted to enter the building and should be asked to return at a later date. Advise them at the time of scheduling the interview not to come in if they are feeling unwell or exhibiting any symptoms. Offer to reschedule when they have recovered, in the event they call to cancel. Offer hand sanitizer and a mask upon their arrival if they don't have one.

**3. Will we have an updated or extended TA SLA Timeframe communicated due to these delays?**

The SLA candidate timeframes will not be extended. Continue striving to meet the current candidate time in status timeframes. This focus will allow us to further improve the candidate experience and positively impact our volume of vacancies and time to fill.

**4. How we do background checks if local courts are closed to COVID-19?**

There are over 3,000 county court systems in the United States. Each jurisdiction determines how they accommodate criminal searches. Some have electronic databases with which First Advantage (FADV), or applicable background vendor, can integrate, while others may require someone to visit in person. FADV has electronic handling for approximately 70% of jurisdictions.

As we see increased court closures due to the COVID-19 pandemic, it's important to note that county searches where either a court clerk or researcher is required may be unable to be completed, as the clerk or researcher may be unable to access physical records. FADV (or applicable background vendor) will continue to provide accurate turnaround times based on court closures. If the court closures result in delays to case completion, FADV (or applicable background vendor) will send communication updates to requestors via email.

**5. What if partner drug screening and/or fingerprinting sites are temporarily closed?**

If partner drug screening sites or fingerprinting sites are temporarily closed, follow the steps below:

- Check for additional sites open in the area.
- Advise candidates going on-site for drug screens and/or fingerprinting to practice social distancing.
- If candidates refuse to go for a drug screen or fingerprint due to fear of the crisis, they will not be able to proceed with the hiring process, though they may reapply in the future as the crisis subsides.
- Ensure compliance! Contact your ED and RHRM to ensure you are up to date regarding state regulatory changes or temporary approvals related to hiring new employee

**6. How can I ensure retention of my new hires during this time?**

Please adhere to our Candidate Care Model and remember that communication and customer service is most important. Keep candidates updated on realistic timelines and schedule orientation dates accordingly. Please align with your HR Partners and let's work harder than ever to drive efforts to retain, engage, and schedule our Caregivers, DSPs, and all others.

**7. How do we process EVerify for new hires if our centers close and operate remotely?**

Department of Homeland Security has announced flexibility with requirements related to I-9 compliance for operations that are operating remotely. Exceptions do not apply to locations with employees physically present. DHS will evaluate and determine potential exceptions in the event of quarantine or lockdown situations.

*Be sure to read here for the most up-to-date full details:*

<https://www.ice.gov/coronavirus><https://www.ice.gov/coronavirus>

**8. Can I conduct trainings virtually?**

This is a great option if it can be accommodated. There are many considerations to factor, including new hire technology access, local requirements, and facilitation. Please work with your ED and HRBP to determine feasibility.